



The Student Charter

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The Student Charter

The Student Charter provides an overview of the rights and obligations of both students and the University. It is based on national legislation, particularly the Higher Education and Research Act (WHW), supplemented by regulations that are specific to the University of Groningen. These regulations are set out in the appendices to the Student Charter. Thus the Student Charter is not a law-creating document but purely a description of the legal position of both students and the University. If the Student Charter contains information that deviates from the legislation or regulations to which it refers, then the text of the relevant legislation or regulations takes precedence over the text of the Student Charter.

The Act stipulates that the Student Charter comprises two sections: a University-wide section and a programme-specific section. [WHW Arts. 07:59](#)

- The University-wide section describes the rights and obligations that apply to the University as a whole, such as registration and protection of rights.
- The programme-specific sections describe the rights and obligations that apply to specific degree programmes. These sections include the Teaching and Examination Regulations (OER), Rules and Regulations for examinations and final assessments, and other regulations and provisions set by the various degree programmes. You can consult your programme-specific section at the Faculty Education Offices and in the Faculty student handbooks.

The University-wide section of the Student Charter does not literally quote the articles from acts and regulations but describes them as clearly as possible. The various topics are accompanied by links to the relevant articles of the act or regulation in question.

The regulations in the appendices to the Student Charter and your degree programme's Teaching and Examination Regulations will provide you with the most accurate information about your rights and obligations.

Publication

At the start of the academic year, all students will be sent an e-mail by the Board of the University drawing attention to the Student Charter, where it can be found on the website, and where they can view a hard copy of the Student Charter.

Validity

The Student Charter applies to academic year 2014-2015. The University-wide section of the Student Charter is approved annually by the Board of the University and endorsed by the University Council. In the event that the Charter challenges or contradicts any statutory regulations, the statutory regulations will take precedence.

Using the Student Charter

All students are expected to be familiar with the contents of the Student Charter. Not complying with the rules in the Charter may affect your rights, for example the right to financial support from the Graduation Fund.

Some of these regulations may not be as hard and fast as they sound. Rules and regulations are by definition general in character, and the Student Charter is no exception. This means that it is not always straightforward to predict or determine whether these regulations apply in concrete situations and individual instances. Students who have registered for the first time this year may find that the regulations that apply to them are different to those for students who have reregistered.

Make sure you are provided with the right information by your faculty and/or the University Student Desk and read the Student Charter and the associated regulations carefully!

If you would like to know more, please consult the Student Charter and/or other relevant information sources.

Information sources

All students will be notified when the definitive Student Charter becomes available. You can view and download the Student Charter from the University website: www.rug.nl/studenten.

All regulations that apply to the University of Groningen, as well as any changes made during the year, will be published in the online UK (the University newspaper) or on the University website (rules that apply to the University as a whole, such as the Regulations for Registration and Tuition Fees (RIC) or the Graduation Fund Regulations), or through your faculty (rules that apply to your degree programme or faculty in particular, such as the Teaching and Examination Regulations (OER)).

All students are expected to take note of all rules and regulations that apply to the University, their programme and their faculty.

Information relating to the University as a whole

University of Groningen website

The University of Groningen website contains a wealth of information about the University for students. The majority of the information is also available in English.

The website comprises a number of portals, the most important ones being:

- the general portal (www.rug.nl)
- the student portal (www.rug.nl/studenten)
- your own faculty's portal.

If you log in to MyUniversity, you will automatically enter the student portal and your own faculty's portal. These portals also contain a News tab and an Agenda tab.

You can navigate the website via the menu structure or use the search function.

You can select your preferred language for an individual web page by clicking on the NL or UK flag at the top right of the page.

University newspaper (UK) online

The Board of the University publishes details of its new regulations and official guidelines in the 'Extra' and 'RUG-berichten' sections of the online UK. Also consult these for information on changes to tuition fees and to the Graduation Fund Regulations.

University Student Desk (USD)

The University Student Desk (USD) is located in the Academy Building. It provides information about registration and deregistration, payment of tuition fees, study delay – and associated financial and other matters – and alternative study options. The USD also has information about possibilities for students with a performance disability. In addition, it can help you if you wish to follow course units or a degree programme abroad or elsewhere in the Netherlands.

You will be sent a student card within a few weeks of your first registration at the University, and after payment of the tuition fees. This card will remain valid for the entire length of your degree programme. Contact the USD immediately if you have not yet received your student card.

If your studies are not going as well as you would like, you can discuss your problems with the study advisor for your degree programme. You can also make an appointment with one of the student counsellors at the USD and the Student Service Centre (SSC).

The student counsellors of the Student Service Centre (SSC)

You can go to a student counsellor with all your questions about studying that do not directly concern your degree programme. This includes matters that you would prefer not to discuss within your programme. The student counsellors can inform, advise and/or guide you if you have questions about, for example, study choice, your legal position, money and wellbeing. If necessary, they can write a letter of reference for you if you want to apply for adaptations to your degree programme. The student counsellors are not connected to a single degree programme; their office hour is open to all University of Groningen students. Every problem will be treated confidentially.

If you are faced with study delay due to force majeure, you must immediately notify the study advisor of your degree programme. He or she will direct you to a student counsellor if your delay is or will be more than 15 ECTS credit points. You will have to make an appointment with a student counsellor yourself via the University Service Desk for a follow-up report. You must follow the advice of and the agreements made with the study advisor and the student counsellor or you will not be eligible for financial support from the Graduation Fund.

International Service Desk (ISD)

The International Service Desk (ISD) is located in the Academy Building and is responsible for all matters related to visas, residence permits and work permits for University of Groningen students, researchers, staff and guests from outside the EU/EEA. In addition, the ISD provides information about health insurance and accommodation. Finally, the ISD, together with the Communication Office, organizes the biannual Welcoming Ceremony.

Information relating to the faculties

Student handbook

Your degree programme's annual student handbook is a good source of information. You will receive a copy of the student handbook and/or it can be accessed via the faculty web pages. You are also expected to consult noticeboards, the online UK, the University website, etc., where important faculty-related information can be found.

Nestor

Nestor is the e-learning environment of the University of Groningen. All students have access to the parts of Nestor that are relevant to them. In addition to specific information with regard to a certain course unit, Nestor also contains general faculty-related information for students.

Teaching and Examination Regulations (OER)

Every degree programme has regulations concerning the programme itself, admission to it and the examinations: the OER. Your faculty's Education Office will have a copy of the regulations that you can consult, but they are also in your student handbook.

Study advisor

The study advisor's job is to provide information, advice and counselling concerning planning your study programme, your course units and so on. He or she is in contact with other central and faculty offices, and if necessary will be able to refer you on.

If your studies are delayed due to special circumstances, and if the delay is expected to amount to more than four weeks (a study delay of more than 5 ECTS credit points), you must report this to your study advisor immediately if you want to be eligible for financial assistance from the Graduation Fund.

The faculty Education Offices

Apart from the OER, your faculty Education Office can provide information relating to exam registration, registration of exam results and ECTS credit points, progress requirements, timetables and student records.

The programme directors and degree programme managers

Every faculty has at least one programme director. He or she is responsible for ensuring that the Teaching and Examination Regulations are adhered to. Some programmes and faculties also have a degree programme manager or coordinator. He or she is another person you can approach if you have any queries relating to your degree.

Programme committee

Issues relating to your degree programme should be addressed to the Programme Committee. The Programme Committee has an important role in designing and evaluating the teaching programmes. Half of the committee is made up of students and half of staff members.

Board of Examiners

Issues relating to examinations and final assessments should be addressed to the Board of Examiners. This board has the task of organizing and coordinating examinations at faculty or programme level. Consult your student handbook for further information.

Admissions Board

The Admissions Board has decision-making powers in matters concerning admission to the degree programme on behalf of the Faculty Board. You can find more information about the composition and duties of the Admissions Board in the OER.

Admission

All degree programmes financed by the national government are considered 'initial education', which, since the introduction of the Bachelor-Master structure in 2002, includes three-year Bachelor's degree programmes (including a propaedeutic phase) and one-year or longer Master's degree programmes. Specific admission requirements apply to both Bachelor's and Master's degree programmes.

The propaedeutic and post-propaedeutic phases of the Bachelor's degree programme (three years)

The propaedeutic phase (the first year) of a Bachelor's degree programme is intended for orientation, referral and selection. The year will conclude with the propaedeutic assessment. During the Bachelor's phase, you acquire a thorough academic grounding in their field, and are also introduced to academic research. You can also orientate yourself to follow-on degree programmes or other learning paths. All Bachelor's degree programmes take three years and are concluded by a final assessment. A Bachelor's degree certificate is essential for admission to a Master's degree programme. The entry requirements for the second and third years, the Bachelor's Minor component and the Master's degree programme are set out in the relevant OER.

See: [Admission to Bachelor's degree programmes](#)

Master's phase

A Bachelor's degree will qualify you for a Master's degree programme at the University of Groningen or another institution within the Netherlands or abroad. It is also a qualification that you can use to enter the job market – you can always decide to take a Master's degree at a later stage. A Master's degree takes at least one year to complete, up to a maximum of three years.

See: [Admission to Master's degree programmes](#)

Quotas

Entry to the degree programmes in Medicine, Dentistry, International Relations and International Organization (IRIO), International Business, Business Administration and Psychology is subject to quotas. You will only be admitted if you can show proof of having been allotted a place by DUO (Dienst Uitvoering Onderwijs; the Education Executive Agency). Proof of admission for Business Administration can be obtained via a centralized selection process (ballot). Admission to the degree programmes in Medicine, Dentistry, International Relations and International Organization (IRIO), International Business and Psychology is via decentralized selection only.

Please consult the DUO website for further information about quotas and ballot procedures.

See the University of Groningen [Administrative Regulations, Arts. 2.3.2.A and 2.3.2.B](#), or the [Regulations for Registration and Tuition Fees](#) for information about University of Groningen degree programmes.

Specific selection criteria for University College Groningen

The Bachelor's degree programme in Liberal Arts and Sciences of University College Groningen is characterized by small-scale, intensive teaching (Article 6.7 WHW). Specific selection criteria apply for admission to this degree programme.

Admission to Bachelor's degree programmes

Entry requirements for Bachelor's degree programmes

Admission to a university Bachelor's degree programme is granted to students who meet the statutory requirements with regard to qualifications. The following diplomas will qualify you for a university Bachelor's degree programme:

- VWO diploma, HBO* diploma
- Dutch or foreign certificate that is considered (by the Recognition Convention of Lisbon 1997, the Minister or the Board of the University) to be equivalent to a VWO diploma
- a successful entrance examination (a declaration that the applicant meets the entrance standard even though he/she has no certificate).

See WHW Arts. 7.24 - 7.30 for more information about qualifications.

* Automatic admission for students with a HBO propaedeutic certificate will no longer apply as of academic year 2014-2015. This means that additional requirements may be set for students with a HBO propaedeutic certificate who wish to be admitted to an academic Bachelor's degree programme. The University of Groningen is in the process of developing a policy to this end; more information will be posted on the website as soon as it is available.

VWO diploma: subject profile

Certain degree programmes require a specific VWO subject profile. However, in some cases you may still qualify for a degree programme even if you have not followed the required profile, on condition that you remedy the relevant deficiencies either before you register or during the propaedeutic phase. You will find further information in the relevant OER.

Additional entry requirements may apply if you have an 'old-style' VWO diploma without a profile. Consult the relevant OER and DUO's website.

Language proficiency

If you have a foreign certificate and you want to follow a degree programme in Dutch, you may have to demonstrate that you have sufficient knowledge of Dutch. Students who register for an English-taught degree programme must have sufficient knowledge of English. This may apply to admission to examinations, but sometimes to university education in general. The Admissions Office or the Board of Examiners will decide this.

Matching

All students who register for a degree programme at the University of Groningen are invited to attend a matching activity, for example in the form of an information meeting or an intake interview. The matching activities aim to help you make the right choice of degree programme. The design and content of the matching programme varies for each faculty. The matching activities were designed in response to a new law to be introduced in 2014 (i.e. for students starting in academic year 2014-2015), which will enable prospective students to gather information and advice with regard to their choice of degree programme. As of 2014-2015, prospective students with a VWO qualification must register before 1 May and participation in a matching activity will be compulsory to enable the University to issue students with relevant degree programme advice – which, however, will not be binding. A number of exceptions apply to the compulsory 1 May registration deadline for matching activities, for example for degree programmes with a decentralized selection procedure, or for students who are issued with a binding (negative) study advice after 1 May.

For more information and registration deadlines please go to www.rug.nl/matching and chapter 3 of the [RIC 14-15](#)

Admission to Master's degree programmes

Entry requirements for Master's degree programmes

Admission to a Master's degree is granted automatically if you have gained a Bachelor's degree at the University of Groningen that is linked to a follow-on Master's programme. In all other cases written proof of admission from the Faculty Board is required.

The rules for admission are discussed in detail in the relevant Teaching and Examination Regulations (OER). Please contact the study advisor of the faculty in question for more information. More information about the admission requirements for Master's degree programmes can be found in the [WHW, Articles 7.30a - 7.31](#).

On 1 September 2012 the Bachelor-before-Master Rule or 'harde knip' was introduced, according to which enrolment in a Master's degree programme is only possible for students who already have a Bachelor's degree. As of 1 September 2012, no student may follow any Master's course units or sit Master's examinations until they have gained the Bachelor's degree that is required for that Master's degree programme.

Starting dates

There are at least two starting dates per year for Master's degree programmes, in September and February. Research Master's degree programmes and selective Master's degree programmes, however, may only have one intake date. For further information see www.rug.nl/studenten/hardeknip.

For specific questions relating to your degree programme, make an appointment with the study advisor of that degree programme.

Pre-Master's programmes

Many Master's degree programmes offer graduates of related HBO or university programmes the opportunity to join via a pre-Master's programme where they can remedy deficiencies in their qualifications. Standard pre-Master's programmes have been designed for a number of popular HBO-to-Master's transfer processes, and faculties can be asked to set up special programmes for those who want to make less common combinations.

Pre-Master's programmes have a student workload of 60 ECTS credit points or less. On completion, students are issued with an admissions decision for the Master's programme.

Some HBO programmes that are closely related to a university Master's degree programme offer the possibility of following an extra heavy programme during the final year in preparation for the Master's programme. This enables you to earn the first 30 ECTS of the pre-Master's programme in advance. If you succeed in earning these extra credit points, you will sometimes be granted immediate admission to the Master's degree programme, whereas other programmes may require you to follow a shortened pre-Master's programme worth a further 30 ECTS credit points. Which scenario applies to you depends on your HBO degree programme and which programme you want to follow at the University of Groningen.

Please contact the study advisor of the Master's degree programme in question for more information.

Maximum fees for pre-Master's programmes have formed part of the WHW (Article 7.57i) since 1 September 2013, whereby the level of the fee is related to the extent of the programme. No more than a pro rata part of the statutory tuition fees may be charged for the first 30 ECTS credit points of a bridging programme. For pre-Master's programmes comprising 30 to 60 ECTS, no more than twice the statutory tuition fees may be charged for the part exceeding 30 ECTS. For academic year 2014-2015, the tuition fees for pre-Master's programmes at the University of Groningen are as follows:

- | | |
|----------------------|----------|
| a) 15 ECTS programme | € 476.50 |
| b) 30 ECTS programme | € 953 |
| c) 45 ECTS programme | €1,906 |
| d) 60 ECTS programme | €2,859 |

Programmes with different numbers of ECTS will have their fees set pro rata. The OER of your degree programme will state how long you may take over the pre-Master's programme, and what the entry requirements are. If reregistration is permitted, you do not need to pay the fees again. If you terminate the pre-Master's programme early, no reimbursement will be made.

Registration and deregistration

Registration

In order to follow a degree programme, you must be registered with the University. Registration as a student comes with a number of rights and obligations.

Registration occurs by enrolling via [Studielink](#) and by paying the relevant [tuition fees](#). There may be additional conditions related to registration, for example taking part in a matching event or in a selection procedure. Registration is only definitive once all the conditions for registration have been met. The status of the registration process can always be followed by logging in to Studielink.

You will receive a [student card](#) as proof of registration at the University. This card is issued once and will remain valid for the entire registration period. You will need this card to make use of the various facilities offered by the University. You cannot take course units or sit exams without a student card. You can download a proof of registration via MyUniversity or Facebook free of charge.

Your registration must be completed before 1 September of the current academic year. Registration with retroactive effect for the entire academic year is not legally possible.

Not registering in time will have consequences for your entitlement to student finance, your student travel product and other facilities.

If you are ill or are facing other circumstances that might affect your studies before the start of the academic year, your first move should be to consult a student counsellor from the Student Service Centre to discuss whether it is a good idea to register.

If a request for registration is submitted after the start of the academic year, then registration will apply from the first day of the month in which the request was submitted, on condition that the relevant tuition fees have been paid and the date in question is a valid starting date. The tuition fees will be reduced by a twelfth part for each month that you were not registered.

Please contact the University Student Desk (USD) if you have not received your student card within three weeks of registering.

For more information about registration see the website of the [USD](#), [WHW Articles 7.32 and 7.33](#), [University of Groningen Regulations for Registration and Tuition Fees 2014-2015](#)

Deregistration

Registration for a degree programme is for the entire academic year. A request for deregistration can be done via Studielink. There are two options:

1. Deregistration on graduation

If you deregister because you have graduated, the first day of the month following your graduation date will count as your deregistration date. Your graduation date is the date on which you complete the last part of your final assessment, for example the date on which you sit your last exam or hand in the final draft of your thesis, and not the date on which you receive the results. As the administrative process involved in your degree certificate request may take some time, your deregistration date may in fact be before the date on which you request deregistration. You should therefore make sure you terminate your student finance and student travel product in good time (based on your graduation date).

2. Deregistration 'due to reasonable request'

If you submit a request for deregistration for a reason other than graduation, your registration will be terminated as of the first day of the month following the date of your request.

For deregistration see [WHW Art. 7.42](#), [University of Groningen Regulations for Registration and Tuition Fees 2014-2015](#)

Reimbursement of tuition fees

You can submit a request for reimbursement of tuition fees with your request for deregistration. Upon deregistration, one-twelfth of the tuition fees that apply to the registration in question will be reimbursed for each remaining month in the academic year. If registration is terminated as of July or August, there will be no reimbursement for those months. If you terminate the pre-Master's programme early, no reimbursement will be paid.

See also: [University of Groningen Regulations for Registration and Tuition Fees 2014-2015](#)

BSA System

Since 1 September 2010, all students who start a degree programme in the propaedeutic phase have been subject to a study advice system, the BSA System. Students who have not earned enough ECTS credit points by the end of the first year will be issued a binding (negative) study advice (BSA) and not be allowed to continue with their degree programme. The BSA threshold that students must pass is 45 ECTS credit points in the first year and the propaedeutic certificate within two years.

At the University of Groningen, the BSA System is linked to intensive study progress supervision. Every student will be allocated a contact person at the degree programme and will be given regular feedback on study progress in the form of study progress reports and a preliminary study advice after both the first and the second blocks of the first semester. If you suffer study delay due to extraordinary circumstances, please report this as soon as possible to your study advisor. If you do not pass the BSA threshold and have not reported extraordinary circumstances contributing to your study delay, you will be issued a binding (negative) study advice (BSA). A student who is issued a BSA may not reregister for the same degree programme or cluster of degree programmes for a period of two years from 1 September of the next academic year.

If a student deregisters from a degree programme at the University of Groningen before 1 February, no BSA will be issued for that degree programme and the student can in principle start the same degree programme again the next year. What is important here is the date that the student is officially deregistered and not the date on which he or she submits the request. A request for deregistration must therefore be submitted to Studielink in January at the latest.

For more information, see the OER of the relevant degree programme, the Faculty Regulations or the University of Groningen website:

www.rug.nl/studenten/studiebegeleiding/eerstejaars/bsa/bsaInHetKort.

www.rug.nl/medewerkers/werkenStudenten/bsa/Handboek/BSAhandboeksite.pdf

Education ban (judicium abeundi)

In exceptional cases, registration for a degree programme can be refused or a student can be permanently banned from a degree programme. This is the case if your behaviour or comments demonstrate unsuitability for the practice of one or more of the professions for which the degree programme is training you ([WHW Art. 7.42a](#), [Art. 6 RIC 14-15](#)).

Rights and obligations of students

Registration at the University of Groningen not only gives you certain rights, but also confers a number of obligations.

Rights

As a student at the University of Groningen you have the right to:

- acquire academic knowledge and skills via good teaching and supervision by suitably qualified lecturers
- demonstrate your progress via examinations and final assessments
- receive documentary evidence that shows that you have achieved the required standard of education
- use educational facilities such as libraries, laboratories and computer facilities
- access student facilities, such as study progress supervision, guidance from the student counsellors, and sports facilities
- have a say in matters that affect you as student via your right to vote or be elected to the University Council and the faculty councils or the O&O Council (UMCG).

See the [University of Groningen Electoral Regulations](#) and [WHW Art. 7.34](#).

Students with a performance disability have the right to:

- expert (individual) study career supervision, directed towards the removal of obstacles that may be faced by a student with a disability
- adaptations to the curriculum and placement
- adaptations to examination types and examination time
- a tailored BSA threshold, to be assessed by the Faculty Board of the relevant degree programme.

See your degree programme's student handbook and www.rug.nl/hoehetanderskan.

Obligations

As a student at the University of Groningen you must:

- maintain a workable, safe and pleasant study environment for yourself and for others by complying with safety regulations and house and behaviour rules (see the [University of Groningen House Rules and General Code of Conduct](#))
- comply with the rules formulated by or on behalf of the Board of the University to promote safe and healthy working conditions
- take the initiative to familiarize yourself with matters that may affect your studies, such as the Student Charter
- follow course units when these have been made compulsory by your faculty (consult your student handbook), such as practicals
- register in good time for exams and comply with the rules and guidelines with regard to exams.

Tuition fees

Students pay statutory tuition fees, University tuition fees or a pre-Master's programme fee. The tuition fees and pre-Master's programme fees for academic year 2014-2015 are listed in the University of Groningen Regulations for Registration and Tuition Fees 2014-2015. These regulations also state which type of tuition fee applies to you, the rules that apply to payment in full or in instalments, the conditions for reimbursement or reduction of tuition fees, and the consequences of failure to pay tuition fees and examination fees on time or at all.

See the Student Portal of the University of Groningen website, 2000 Student Finance Act Art. 2.2, WHW Arts. 7.43, 7.44 and 7.45 and the University of Groningen Regulations for Registration and Tuition Fees 2014-2015.

Tuition fees loan

If you are entitled to student finance you can also apply for an extra loan from DUO to pay your tuition fees. This loan is known as 'tuition fees loan'. Students who pay University tuition fees are eligible for a tuition fees loan of up to five times the statutory tuition fees.

See

http://www.duo.nl/particulieren/studiefinanciering/sfho/wat_is_studiefinanciering/collegegeldkrediet.asp

Damages

Anyone who follows a degree programme without paying tuition fees (and is thus not registered) may be liable on discovery for payment of damages to the University (University of Groningen Regulations for Registration and Tuition Fees 2014-2015). All exam results obtained in this way will be annulled. A fine may also be imposed. Needless to say, you are not eligible for student finance if you are not registered.

Teaching

A University study career starts with a three-year Bachelor's degree programme, followed by a Master's degree programme that may take 1, 1½, 2 or 3 years.

The following aspects are defined for each Bachelor's and Master's degree programme:

- whether it is a full-time, part-time or dual degree programme
- the language of instruction.

Each Bachelor's degree programme consists of:

- a propaedeutic phase
- a Minor and a Major.

Some Bachelor's and Master's students may also be eligible for:

- the Honours College.

All students have a right to the following:

- sound teaching, good teaching facilities and quality assessment
- a uniform student workload
- a feasible programme
- affordable education
- study progress supervision
- the necessary adaptations in the event of a performance disability.

Types of degree programmes

Full-time / Part-time / Dual

University programmes are either full-time, part-time or dual (WHW Art 7.7). The type of degree programme and the language of instruction and examination are set out in the degree programme's Teaching and Examination Regulations (OER).

Language of instruction

Teaching is usually in Dutch, unless the degree programme is offered as an English-taught variant. Other languages of instruction may apply to guest lectures by non-Dutch-speaking lecturers or to degree programmes concerning that language (WHW Art 7.2).

The Code of Conduct: Languages Used in Teaching and Examinations provides guidelines for using English as a language of instruction. Various Master's degree programmes as well as a lot of Bachelor's degree programmes are open to international students – these programmes are taught in English.

Propaedeutic phase

An educational career at university begins with a three-year Bachelor's degree programme, the first year of which is called the 'propaedeutic phase'. The propaedeutic phase is intended to familiarize students with the content of the Bachelor's degree programme (WHW Art. 7.8). Some degree programmes have fully or partly joint propaedeutic phases – see the student handbook of the degree programme in question for more information.

The degree programme will provide advice on whether it would be wise to continue studying within or outside a full-time or dual Bachelor's degree programme no later than by the end of the first year of registration for the propaedeutic phase (WHW Art. 7.8b).

The University of Groningen uses a study advice system, the BSA System. Students who have not earned enough ECTS credit points by the end of the first year will be issued a binding (negative) study advice (BSA) and not be allowed to continue with their degree programme. The BSA threshold that full-time students must pass is 45 ECTS credit points in the first year and the propaedeutic certificate within two years.

For more information, see the Teaching and Examination Regulations (OER) of the relevant degree programme, the Faculty Regulations or the University of Groningen website.

Post-propaedeutic phase

Consult the OER for the specific regulations governing your degree programme relating to admission to and design of the post-propaedeutic phase.

Minor

Most Bachelor's degree programmes include space for a Minor. This Minor space comprises 15 or 30 ECTS credit points. You can fill the Minor space with a placement at a social or academic institution, a placement abroad, or by compiling a package of Minor course units, depending on the requirements of your degree programme. A package of Minor course units must be a coherent package with a student workload of 15 ECTS. You must in principle have at least passed the propaedeutic assessment of your own degree programme to be admitted to a Minor. Please consult the Teaching and Examination Regulations of the relevant degree programme(s) for more information about admission.

Once you have made a choice you will have to register for a Minor using Progress WWW.

For up-to-date information about the introduction of Minors and how to register for a Minor see www.rug.nl/corporate/onderwijs/minor.

Honours College

The University of Groningen Honours College enables the most talented and highly motivated students to work on their personal and intellectual development by means of additional study activities. The Honours Programme is an additional programme worth 45 ECTS credit points in addition to the regular 180 ECTS Bachelor's degree programme. The programme starts after the first semester of the first year and comprises both deepening and broadening course units. The in-depth parts are related to your own degree programme and will be followed at your own faculty. The broadening parts involve intensive contact with honours students from other faculties.

A Master's Honours programme has been set up for Master's students. This programme, with a student workload of 15 ECTS credit points, can be followed alongside a regular 60 (or 90/120/180) ECTS Master's degree programme.

Information about application and selection can be found on www.rug.nl/studiekiezers/opleidingen/honourscollege.

Master's degree programmes

Master's degree programmes are the next stage after a Bachelor's programme. There are several different types. Research Master's degree programmes focus specifically on conducting academic research and a career as a researcher. Master's degree programmes in Teaching concentrate on the teaching profession. Master's degree programmes, even within the same faculty, may have entry requirements in addition to a specific Bachelor's degree programme.

See also [Admission to Master's degree programmes](#) and the overview of Master's degree programmes at the University of Groningen: www.rug.nl/studenten/opleidingen/ma/overviewMastersOpAlfabet.

Rights of students

The right to sound teaching and quality assessment

All students are entitled to sound teaching and good teaching facilities and have the right to draw up a written evaluation of their degree programme. Quality assessments are also performed by a visitation committee of independent experts. These assessments are open to public scrutiny (WHW Art. 1.18). The faculty may adjust its policies if the assessments warrant this.

The right to a programme of study with a uniform student workload

The European Credit Transfer and Accumulation System (ECTS) was developed to enable comparison of the student workloads of the various degree programmes in Europe. Each degree programme and each course unit within a degree programme is expressed by a number of ECTS credit points. One ECTS credit point is equivalent to 28 hours of study and one full study year comprises 60 ECTS. The Bachelor's degree programme, including the propaedeutic phase, consists of 180 ECTS. Most Master's degree programmes comprise 60 ECTS, but 90, 120 or 180 ECTS Master's degree programmes also exist.

The right to a feasible degree programme

The Faculty Board is responsible for publishing the teaching programmes and Teaching and Examination Regulations in the student handbook before the start of the academic year. The content and availability of the information must be such that students will be able to develop an informed opinion of the content and design of the teaching (WHW Art. 7.15).

See also:

the QANU website: www.qanu.nl

and the NVAO website: www.nvao.nl

For degree programmes with compulsory placements, the Faculty Board must ensure that there are sufficient suitable placement hosts available and must indicate which initiatives you will have to take yourself in order to make your placement a success.

The degree programme must be designed and implemented in such a way that a sufficiently able student who makes sufficient effort must be able to earn 60 ECTS credit points in 1680 hours of study. This means you will be able to finish the degree programme within the nominal programme duration (WHW Art. 7.4).

The teaching programme and the OER are annually evaluated by the Programme Committee, half of whose members are students. This committee will provide recommendations to the Faculty Board (WHW Art. 9.18), which will then assess the student time investment and adjust it if necessary.

If a programme is demonstrably not feasible, the degree programme does not enable you to meet its requirements. If this is the case, you can apply for financial support from the Graduation Fund as you will exceed the time restrictions of your performance-related grant due to 'force majeure', on condition that you report immediately to your Study Advisor (see Financial assistance).

The right to affordable education

In addition to the tuition fees that you must pay, you will also have to spend some money on items such as readers, books and field trips. The Board of the University has established a Pricing Policy on Study Costs to ensure that these kinds of costs remain within acceptable limits. This regulation aims to ensure that the annual study expenses will not exceed the standard sum defined in the Student Finance Regulations. If the costs of study exceed the ceiling amount stated in the policy on study costs, you can request reimbursement of half of the extra expenditure from the Faculty Board on the basis of receipts submitted as proof.

The student handbook indicates what the study expenses are for the relevant academic year.

More information about financial matters and pricing policy can be found on the University of Groningen website (www.rug.nl/studenten/studiebegeleiding/geld).

The right to supervision

All students are entitled to supervision, although how this is provided varies per degree programme. Every degree programme will at least provide support via a study advisor. He or she functions as a confidential advisor for all degree programme-related matters, the study programme, circumstances that affect your study planning, etc. and can be reached via the secretariat of the degree programme.

On a central level, the University offers support in the form of student counsellors (WHW Art. 7.34.1.d), who function as confidential advisors for matters that you cannot or do not wish to discuss via your degree programme. Examples include financial problems, special costs of living or costs in the event of illness, major study delay (more than 15 ECTS), assistance in the event of conflicts, complaints or appeals, problems with DUO, etc. You can make an appointment with a student counsellor via the University Student Desk.

Students experiencing problems associated with, for example, a performance disability, a chronic illness, dyslexia or a language problem are entitled to additional assistance if required.

More information can be found on the University of Groningen website: www.rug.nl/studenten/studiebegeleiding.

The right to adaptations to the study programme

Students with a performance disability, a chronic illness, dyslexia or another physical or mental performance disability are entitled to certain adaptations to their study programme. This concerns adaptations that as far as possible enable you to demonstrate your intellectual abilities without hindrance. Examples include agreements about adapting examination types and adjusting examination time, or the physical accessibility of teaching facilities.

Please consult your study advisor if you have any questions or if you need advice with regard to the possibilities offered by your degree programme. If you or the degree programme are not sure how to prove that you have a performance disability, which statements you need or which adaptations are reasonable in your situation, please make an appointment with one of the student counsellors. They can also tell you which financial regulations and other provisions (training courses, accommodation, UWV, municipality, etc.) are available to you.

For more information see www.rug.nl/studenten/studiebegeleiding/hoehetanderskan.

Final assessments and examinations

Final assessment

Each Bachelor's or Master's degree programme is concluded by a final assessment, as is the propaedeutic phase of the Bachelor's degree programme. Each successful final assessment is marked by a certificate (WHW Art. 7.11). A Diploma Supplement, which contains an overview of the programme content, course units followed and results achieved, is added to your degree certificate. There are, in other words, three final assessments:

- a propaedeutic assessment to prove that you have successfully completed the first year of the Bachelor's degree programme, comprising 60 ECTS credit points
- a Bachelor's assessment to prove that you have successfully completed a three-year Bachelor's degree programme, comprising 180 ECTS credit points. The list of marks includes results gained in the second and third years
- a Master's assessment to prove that you have successfully completed a Master's degree programme.

The Teaching and Examination Regulations (OER) of each degree programme contain information about the course units that you must pass in order to pass the final assessment. You will find the OER in your degree programme's handbook.

Examinations

Each course unit is concluded by an examination (or 'exam') (WHW Art. 7.10). An exam is a test of the knowledge, understanding and skills of students, including an assessment of the results of such a test. The mode of assessment for each examination within your degree programme is set out by course unit in the OER for your degree programme.

Board of Examiners

The Board of Examiners of each degree programme is responsible, among other things, for the organization and coordination of examinations (WHW Art. 7.12).

The Board of Examiners appoints examiners who are responsible for setting a test for a certain course unit and for assessing whether students meet the relevant requirements.

It also draws up a set of Rules and Regulations concerning the correct procedure during examinations. These Rules and Regulations can be found on the website of your faculty or degree programme.

In the event of cheating, the Board of Examiners has the authority to deprive the students involved of the right to take examinations or final assessments for a maximum of one year.

Documentary evidence

Exam results are published in ProgRESS WWW and/or stated on an exam slip to be handed to the student.

The Student Administration Office of the faculty or degree programme will register all study results achieved by each individual student in the marks registration system ProgRESS WWW. You can view your registered study results on progresswww.nl/rug.

If you have not passed the final assessment for your Bachelor's or Master's phase, but have passed at least two examinations, you may request an overview and documentary evidence (a 'statement') of the exams you have passed from the Board of Examiners (WHW Art. 7.11.5).

If you disagree with the examiner's judgement or a decision by the Board of Examiners, you have the right to demand an explanation of this judgement or decision, after which, if you still do not agree, you may lodge an appeal with the Central Portal for the Legal Protection of Student Rights (CLRS). Only this portal can arrange for the appeal to be passed on to the University of Groningen Board of Appeal for Examinations (CBE).

Requesting a degree certificate

Requesting a certificate for the propaedeutic assessment or the final assessment for the Bachelor's and Master's phases

The Board of Examiners shall determine the result of the final assessment as soon as you have passed all the relevant examinations. Once all approved course units have been successfully completed and the last examination result has been processed, you will be notified by e-mail that the Board of Examiners has determined that the final assessment has been passed. The Board of Examiners will set the graduation date. By determining the result of the final assessment, the Board of Examiners also commits itself to a speedy processing of the issuing of the certificate.

You may submit a request to change the course units in your study programme within 14 days of receipt of this message. The new study programme will then have to be reapproved by the Board of Examiners (WHW Art. 7.11.3).

If you do not wish to make any changes, the Board of Examiners will definitively confirm that the final assessment has been passed once the last course unit has been completed.

Please consult your degree programme's website for more information.

You must deregister from the degree programme via Studielink yourself. If you finish your last course unit after 31 August, your graduation date will fall in the next academic year, meaning that you will have to reregister and pay tuition fees for the new year.

Individual provisions

Individual study programme

The components of each examination programme are listed in the Teaching and Examination Regulations (OER) of the relevant degree programme. However, some degree programmes allow students to compile their own individual examination programme. You must submit a request to the Board of Examiners if you want to follow an individual programme and you will only be able to pass the final assessment of an individual programme if the Board of Examiners has approved it.

Modified examinations

Students with a handicap, a chronic illness, dyslexia or another physical or mental performance disability have the right to take exams in a form which compensates for this. Examples of modifications include extended exam time, exam sheets printed in a larger font or taking the exam in a separate room or in a different way.

Please ask your study advisor for specific information about options for your degree programme, or contact the University Student Desk (USD) for more general questions and advice. Your degree programme's student handbook and the website www.rug.nl/hoehetanderskan also contain information about this topic.

Financial support

The University can provide students with financial support in a number of cases.

Study delay due to force majeure

You may be eligible for financial support from the University of Groningen Graduation Fund if your studies are delayed due to extraordinary, urgent circumstances. You can then use this money to pay for extra study time after your performance-related grant from DUO ceases (WHW Art. 7.51). To qualify for this type of financial support, you must satisfy the following conditions:

1. you incurred study delay due to special circumstances
2. you notified the appropriate people of your expected or actual study delay in good time
3. you are registered as a full-time student at the University of Groningen
4. you qualify for a performance-related grant.

Calculated from the first year of registration in Higher Education, the period of support after the regular duration of the Bachelor's programme and the regular duration of the Master's programme is one extra year of study: Bachelor's + 1 year and Master's + 1 year (Graduation Fund Regulations, Art. 4).

Your application will be rejected if you do not satisfy the conditions. However, exceptions can be made if in the opinion of the Board of the University such a rejection would lead to unfairness of overriding nature (the 'hardship clause').

1. Extraordinary circumstances due to force majeure

Your study delay must be a direct consequence of one of the following circumstances:

- illness
- pregnancy
- physical, sensory, or other performance disabilities
- extraordinary family circumstances
- the programme is not feasible
- loss of accreditation for the programme you are enrolled in

(Graduation Fund Regulations, Art. 2).

2. Reporting in good time

You must notify your study advisor of the extraordinary circumstance as soon as they have lasted a month or more or as soon as your study delay exceeds 5 ECTS credit points. The study advisor will direct you to a student counsellor if the expected study delay will be more than 15 ECTS. After the initial report to the study advisor you must contact a student counsellor of the Student Service Centre yourself (via the University Student Desk or the Student Service Centre) as soon as your study delay amounts to more than 15 ECTS, even if you have not been referred to them.

If your study delay continues in the next academic year, you will have to report your extraordinary circumstance in good time again in that academic year.

If you are not able to report your study delay yourself, you must appoint someone to do this for you, for example a friend or relative (Graduation Fund Regulations, Art. 5).

3. and 4. Registering as a student and applying for a performance-related grant

You must be registered as a full-time University of Groningen student to qualify for financial support. In addition, you must be or have been entitled to a performance-related grant during the year in which you incur the study delay (Graduation Fund Regulations, Art. 3).

Procedure

- The study advisor and the student counsellor will digitally record your report of extraordinary circumstances. You must confirm that you have read the report by checking the 'gezien' [seen] box. You must comply with the advice and agreements stated in the report.
- You must submit a digital request for financial support to the University Funds Committee (UFC) between 1 September and 1 February of the academic year following the year in which the delay occurred.
You must send the documentary evidence within 7 days of the digital application (Graduation Fund Regulations, Arts. 11 and 12).

For more information, confirming reports and submitting digital requests see www.rug.nl/studievertraging. This website also includes tips on how to limit your study delay.

You will receive the Board of the University's decision within 8 weeks of submitting your request and the documentary evidence. A number of principles that the Board uses to determine the amount of your study delay and the amount of support to be granted can be found in the Graduation Fund Regulations, Arts. 9 and 10.

For more information see www.rug.nl/hoezithet

Committee membership and top-level sport

The University offers financial support to students who work hard for the University community or who participate in top-level sport. This includes:

- Membership of a Programme Committee (Graduation Fund Regulations, Chapter 4).
- Membership of a consultative body, for students (Graduation Fund Regulations, Chapter 5) or for PhD students (Graduation Fund Regulations, Chapter 6).
The relevant consultative bodies are listed in Appendix 2 of the Graduation Fund Regulations.
- Committee membership for a recognized student association or organization.
Recognized student associations and organizations are listed in Appendix 2 of the Graduation Fund Regulations.
Exceptional, incidental activities performed by a recognized organization (Arts. 57-59 of the Graduation Fund Regulations).
- Top-level sports activities.
The University's top sport scheme (Chapter 3 of the Graduation Fund Regulations) defines who is considered a top-level athlete, the amount of financial support and the application procedure.

As the conditions, amount, application and other procedures vary for each of these situations, you should always consult the above-mentioned chapters and appendices of the Graduation Fund Regulations for more information. The left-hand menu on www.rug.nl/studievertraging contains links to specific information, explanations and instructions for each of these groups.

See also the CUOS Regulations.

Other financial provisions

Fund for the financial support of foreign students

Foreign students who incur study delay as a result of extraordinary circumstances due to force majeure may apply for support under the University of Groningen Financial Support of Foreign Students Regulations. You must make an appointment with your study advisor immediately if your study delay amounts to more than a month (5 ECTS credit points) in order to qualify for financial support.

Emergency Fund

The Emergency Fund enables students to cover unforeseen costs that they cannot afford and which they could not be expected to be insured against. Information and an application form can be found on www.rug.nl/studenten/studiebegeleiding/geld/noodfonds.

See also Emergency Fund Regulations.

Extended Master's degree programmes

The University of Groningen offers a number of Master's degree programmes that take more time than the DUO performance grant allows for. The University makes financial provisions available to compensate for this. This regulation can be found in Chapter 2a of the Graduation Fund Regulations 2014-2015.

See: University of Groningen Graduation Fund Regulations 2014-2015, Chapter 2a.

Other provisions

Are you having trouble financing your study period or placement abroad? Are you facing circumstances that significantly increase your study costs or costs of living? Is the allocated student finance period or the graduation period too short for you to finish your degree? The University of Groningen website contains an overview of financial possibilities: www.rug.nl/studenten/studiebegeleiding/geld.

The student counsellors will be able to tell you in which situations you may turn to the University, DUO, private funds, the UWV, your municipality or other bodies for assistance. You can make an appointment with a student counsellor via the University Student Desk or the Student Service Centre.

Consultative participation and management support

Every student is eligible for election and has the right to vote.

Eligibility for election means that a student can sign up as a candidate for membership of a consultative body, and the right to vote means that a student can vote for a candidate for such a body in elections.

Student elections are held annually.

The University of Groningen has an extensive system of consultative participation for students. Consultative participation is linked to three levels of management bodies. Each level has a board or a director, and each board or director consults with a consultative body.

Level	Management body	Consultative body
University	Board of the University	<u>University Council</u>
Faculty	Faculty Board	<u>Faculty Council</u>
		<u>Advisory body</u>
Degree programme	Programme Director	<u>Programme committee</u>

Consultative participation at the University of Groningen is based on the principle of joint consultation, which means that both students and staff are represented in the same consultative body and that both groups together consult with the relevant board.

In addition to the University Council and the Faculty Council as consultative bodies, the University also has advisory bodies at degree programme level in the form of Programme Committees. These are advisory bodies at degree programme level.

The Board of the University is assisted by the student-assessor and the faculty boards by an advisory student member.

Elections are held for the University Council and the Faculty Councils; the members of Programme Committees are appointed. The student-assessor is appointed by the Board of the University on the recommendation of the student members of the University Council.

Student members of consultative bodies and Programme Committees are eligible for certain provisions, such as financial support (committee grant and/or attendance fees).

The situation may arise where a student member of a consultative body or Programme Committee is unable to take an examination or attend a compulsory lecture because they coincide with meetings of his or her council or committee. The faculty will try to enable such a student to take the exam or attend the lecture at an alternative time or arrange a substitute assignment.

WHW Arts. 9.31-9.36, Electoral Regulations, Fees and Remuneration for Committee Work Regulations, Graduation Fund Regulations

University Council

The University Council is the University of Groningen's representative body consisting of both students and staff members. The Council is the Board of the University's consultative partner.

The University Council has 24 members representing staff and students, elected from amongst their ranks: 12 from the student ranks elected by students, and 12 from the staff ranks elected by University staff.

Students members are elected for one year, staff for two (WHW Arts 9.31-9.36).

Powers

The Faculty Council has the right to give its assent when the following are established or changed:

- University policies
- the design of the quality assurance system
- the Student Charter
- the Administrative Regulations (BBR; *Bestuurs- en Beheersreglement*)
- regulations concerning working conditions
- choice of consultative participation
- regulations relating to financial aid for students.

In addition, the Council has the right of advice concerning various topics and discusses other University matters with the Board of the University.

The matters for which the University Council has rights of approval and advice are set out in the University Council Regulations.

The University Council has its own portal on the University of Groningen website, which also lists the parties represented on the Council and how to contact them.

You can also subscribe to a digital newsletter.

Faculty Council

Each faculty has its own Faculty Council which functions as its representative body and the Faculty Board's consultative partner. Each Faculty Board includes a student who functions as an advisory member.

Half of the Faculty Council consists of student members elected by students and half of staff elected by staff. While the number of council members varies per faculty, a maximum of 18 has been set.

Student members are elected for one year, staff members for two.

Powers

The Faculty Board provides the Faculty Council with the opportunity to discuss the general affairs of the Faculty at least twice a year.

The Council has the authority to make suggestions to the Faculty Board and to voice its opinions on all Faculty-related matters.

The Faculty Council has the right to give its assent when the following are established or changed:

- the Faculty Regulations
- parts of the Teaching and Examination Regulations (OER)

(WHW Art. 9.37 and 9.38)

The Faculty of Medical Sciences is part of the UMCG (University Medical Center Groningen) and has no Faculty Council. Students from the Faculty of Medical Sciences have the right to vote for and be elected to the O&O (Teaching and Research) Council. The O&O Council's powers are comparable to those of a Faculty Council.

Programme Committees

Each degree programme has its own Programme Committee, which consults with the Programme Director.

Half of the members of the Programme Committee are students and the other half are staff members. The committee members are not elected; they are appointed by the Faculty Board on the basis of nomination by the student party in the Faculty Council and/or the study associations within the Faculty.

Powers

The Programme Committee has the following duties:

- to issue advice to the Faculty Board about the Teaching and Examination Regulations (OER)
- annually to assess the implementation of the OER
- to issue advice to the Programme Director and the Faculty Council with regard to all matters concerning teaching and the degree programme

(WHW Art. 9.18)

Rules of behaviour

The Board of the University has established rules of behaviour with regard to:

- day-to-day matters in the University buildings and grounds
- the use of computer and network facilities
- working conditions
- prevention of sexual harassment, aggression, violence and discrimination
- personal data protection.

These regulations can be consulted via the following links: [Code of conduct with regard to sexual harassment, aggression, violence and discrimination](#), [University of Groningen House Rules and General Code of Conduct](#), [Regulations concerning the protection of personal data](#), [User Regulations for University Computer Systems](#).

House rules

The Board of the University has established a set of rules and regulations with regard to day-to-day matters in the University buildings and grounds: the University of Groningen House Rules and General Code of Conduct.

Every student present in the buildings or on the grounds of the University or using the University facilities must comply with these rules and with the instructions provided by the Board of the University, the Faculty Board or the director or board of a service unit.

Disregarding these house rules and/or the general code of conduct may lead to partial or full denial of access to University buildings and grounds for a maximum of one year, or to your registration as a student being terminated for the same period.

For serious offences, the Board of the University may definitively deny you access or permanently terminate your registration (WHW Art. 7.57 h).

Personal data protection

The Board of the University is responsible for processing the personal data of students, for example for purposes of teaching, tutoring and collection of tuition fees. The Personal data Protection Act (Wbp) applies to the processing of personal data.

The Board of the University has set out its own privacy regulations based on the Wbp: the Regulations concerning the protection of personal data.

Students have the right to view their personal and academic records held by the University's administrative office and to submit a request that they be altered. Your records may otherwise only be accessed by University staff entitled to do so. Information may be edited by staff members to the extent that this is consistent with the aim for which the information was collected (for example to provide students with information per e-mail).

The University may only make the information available to third parties if you agree to this, if the Personal Data Protection Act permits it, or if it is required by law.

Prevention of sexual harassment, aggression, violence and discrimination

The Board of the University is responsible for maintaining a good, stimulating work and study climate at the University. In order to protect its students and staff, the Board has established a code of conduct and regulations with regard to sexual harassment, bullying, aggression, violence and discrimination.

You can report cases of sexual harassment, aggression, violence, discrimination and other undesirable behaviour to the University of Groningen's Confidential Advisor. The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

If you feel you are the victim of unwanted behaviour, you can submit a written complaint to the Central Portal for the Legal Protection of Student Rights (CLRS). All documents related to such complaints are treated strictly confidentially.

For more information see the Regulations with regard to the University of Groningen Confidential Advisor, the Code of Conduct with regard to sexual harassment, aggression, violence and discrimination and the Complaints procedure for cases of sexual harassment, aggression, violence and discrimination.

Working conditions

The Board of the University is responsible for the safety, health and wellbeing of students at the University. This also means that student workstations must meet the relevant requirements. The rules with regard to these matters are based on the Working Conditions Act (Stb. 1993, 757) and the resulting Working Conditions Decree (Stb. 1997, 60).

The Board of the University is responsible for publishing these regulations within the University.

Students have the right to the following work and study-related provisions:

1. to receive information and training in the field of possible dangers
2. to receive information about safety facilities and protective equipment
3. to discuss health and safety risks with lecturers or supervisors
4. to interrupt work or study activities in the event of acute danger
5. to report problems to lecturers, supervisors or the Health, Safety and Environment Service (the Faculty health, safety and environment coordinator).

Students have the following work and study-related obligations:

1. to work accurately and carefully
2. to familiarize themselves with the relevant safety regulations
3. to use safety facilities and compulsory protective equipment in the appropriate way
4. to report unsafe and unhealthy situations to the responsible person or institution
5. to comply with instructions provided by the responsible officials.

Because of the great amount of computer work, RSI/CANS is one of the main work-related risks. Information about how to prevent RSI/CANS can be found on the website of the Health, Safety and Environment Service.

The use of University computer and network facilities

Access to the University computer systems is granted to individual persons. All users of the system are members of a community. Users may not damage the system or hinder other users. Sending unsolicited e-mail or obtaining or secretly using other users' access details is therefore not permitted.

Using the University computer systems, including hardware, software and network facilities, is only permitted in accordance with the account assigned to you. Such use is always limited to teaching or research purposes. All commercial use of the University computer systems is forbidden, unless written permission has been explicitly granted by a competent body or official.

All users must comply with the regulations stated in the User Regulations for University Computer Systems (WHW Art. 7.57h). In the event of misuse, the Board of the University may deny you access to the University computer systems for a period of up to a year. For serious offences, the Board of the University may definitively deny you access or terminate your registration (WHW Art. 7.57h).

Safeguarding of legal rights

The Student Charter and the associated regulations and codes of conduct set out the rights and obligations of University of Groningen staff and students. The protection of the legal position of students of public universities is also regulated by law. If you disagree with a decision, you can lodge a complaint, objection or appeal. Complaints, objections and appeals can be submitted to the Central Portal for the Legal Protection of Student Rights (CLRS). The CLRS will submit the complaint, objection or appeal to the correct organ for processing, for example the Board of the University, or the Board of Appeal for Examinations (WHW Art. 7.59a).

Lodging an objection or appeal

You have the right to object or appeal against decisions made on the basis of certain rules and regulations. The term for lodging an objection or an appeal is within six weeks of the date of publication of the decision in question.

Once a decision has been taken about an objection or an appeal as set out above, you can usually submit an appeal to the national Higher Education Appeals Tribunal in The Hague. The term for lodging an appeal is within six weeks of the date of announcement of the decision on the objection or the appeal.

If you have any questions about legal protection from decisions by University bodies, please contact the University Student Desk, a student counsellor or the FAQ page of the CLRS.

(WHW Art. 7.59a)

Right of complaint

Situations can sometimes occur where a formal objection or appeal is not possible, but which are very unsatisfactory. You can lodge a complaint in such situations.

You should always first try to come to an agreement with the person or body who has treated you in an undesirable fashion.

Individual complaints

Every student has the right to lodge a complaint with the Central Portal for the Legal Protection of Student Rights (CLRS) with regard to the way in which someone working under the responsibility of the Board has behaved towards him/her or someone else in a given situation.

For more information please refer to the University of Groningen General Complaints Procedure and the CLRS Regulations.

If you have a general or individual complaint about your degree programme, your first port of call should be your study advisor or a student counsellor from the Student Service Centre. If necessary, you will then be referred on, possibly to someone who is specialized in dealing with that type of complaint.

Complaints concerning sexual harassment, aggression, violence and discrimination

Complaints concerning, for example, sexual harassment, aggression, violence or discrimination should be reported to the University of Groningen Confidential Advisor. The Confidential Advisor is available to both students and staff members. The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

If you feel you are the victim of unwanted behaviour, you can also submit a written complaint to the Central Portal for the Legal Protection of Student Rights. All documents related to such complaints are treated strictly confidentially.

For more information see the Regulations with regard to the University of Groningen Confidential Advisor, the Code of Conduct with regard to sexual harassment, aggression, violence and discrimination and the Complaints procedure for cases of sexual harassment, aggression, violence and discrimination.

More information can be found on www.rug.nl/studenten/studiebegeleiding/conflicten.

Complaints related to academic integrity

All those involved in academic teaching and research at the University of Groningen (including researchers, PhD students and students) are personally responsible for preventing and drawing attention to academic misconduct. The generally accepted standards for the execution of professional academic teaching and research must be met at all times.

The 'Notitie Wetenschappelijke Integriteit, Over normen van wetenschappelijk onderzoek en een Landelijk Orgaan voor Wetenschappelijke Integriteit (LOWI)' [Memorandum on Academic Integrity: Academic Research Standards and a National Academic Integrity Committee] dating from November 2001, a coproduction of the Association of Universities in the Netherlands (VSNU), the Royal Netherlands Academy of Arts and Sciences (KNAW) and the Netherlands Organisation for Scientific Research (NWO), provides guidelines for dealing with violations of the standards of academic integrity and for the procedures to be followed in doing so. The Dutch Code of Conduct for Scientific Practice (VSNU 2005, revised edition 2012) sets out in detail the principles which apply to professional academic research.

Everyone has the right to submit a complaint to the Academic Integrity Committee concerning a suspected violation of academic integrity.

For more information see the Dutch Code of Conduct for Scientific Practice and the University of Groningen Regulations for the Protection of Academic Integrity.

The Board of Appeal for Examinations

Subjects

If you do not agree with a written decision made by an examiner, the Board of Examiners or an Admissions Board, you can submit an appeal to the Central Portal for the Legal Protection of Student Rights (CLRS). The CLRS will ensure that the appeal is passed on to the Board of Appeal for Examinations (CBE).

This includes the following matters (WHW Art. 7.61):

- decisions by Boards of Examiners and individual examiners (assessment of examinations and final assessments)
- determining the number of ECTS credit points earned (in relation to study progress)
- admission to examinations
- admission to degree programmes (decisions by Entrance Examination Committees)
- binding (negative) study advice at the end of the first or second year of registration.

Procedure

Appeals against decisions must be submitted in writing within six weeks of the date on which the decision was announced. Your appeal will be deemed inadmissible if you submit it after this period without a proper reason for the delay.

The CBE will not immediately process your appeal – it will first be forwarded to the body (the board or committee) that took or refused to take the decision. This body must first try to reach a settlement (compromise) with you and subsequently notify the CBE of the results of this process within three weeks. Only if it turns out to be impossible to reach a settlement will the CBE process the appeal and schedule a hearing.

The CBE shall decide on the appeal within ten weeks, calculated from the day after the term for submission of the appeal expired. The following decisions are possible:

- The appeal is inadmissible: the CBE will not rule on the content of the appeal, for example because the submission term was exceeded.
- The appeal is unfounded: the decision or the refusal to take a decision remains intact.
- The appeal is valid: there are grounds for appeal and the decision is annulled. The body involved may be asked to make a decision or make a new decision, with due observance of the CBE's decision. The CBE may define a term for this in its decision. It may also decide that an examination, final assessment, entrance examination or supplementary investigation must be repeated under the conditions set by the CBE.

Provisional ruling

In cases requiring swift action, a student may request a provisional ruling pending a decision in the main case. This is, however, only possible if there is an immediate demonstrable interest for the student involved. The student must address a written, well-argued request to the Chair of the CBE and submit it to the CLRS. The Chair will take a decision having heard the Board, the committee and the person involved.

Appeal

You may appeal against a decision by the CBE to the Higher Education Appeals Tribunal (CBHO) in The Hague. A court registration fee will be charged and you may be liable for the court costs (if this is stated in the decision) (WHW Art. 7.66).

See www.rug.nl/Bureau/expertisecentra/abjz/producten/cbe.

Objections

Subjects

If you disagree with a decision taken by or on behalf of the Board of the University, you can lodge an objection with the Board of the University via the Central Portal for the Legal Protection of Student Rights (CLRS).

Objections are directed against a written decision, or the refusal to take a decision, by the Board of the University. This covers the following matters:

- registration as a student
- termination of registration as a student
- payment, exemption, reduction or reimbursement of tuition fees
- financial support of students
- denial of access to the University premises and grounds.

Lodging an objection with the Board of the University means that you ask the Board to reconsider its decision.

Procedure

You must submit your objection to the CLRS within six weeks of the date of announcement of the decision in question. Objections submitted after this term may be deemed inadmissible.

The Board of the University will request the University of Groningen Disputes Committee to issue an advice about the objection.

The Disputes Committee will advise the Board of the University on whether the objection is admissible or not. If the Disputes Committee decides to admit the objection, it will schedule a hearing at which both the student and the Board of the University will be heard. The Disputes Committee will then issue an advice for the Board of the University, which will decide on the basis of this advice whether the objection is valid, unfounded or inadmissible (WHW Arts. 7.63a and 7.63b).

Appeal

You can lodge an appeal against the decision with regard to your objection with the Higher Education Appeals Tribunal (CBHO) in The Hague. The term for lodging an appeal is within six weeks of the date of publication of the decision.

More information can be found on www.rug.nl/Bureau/expertisecentra/abjz/producten/awb.

The Higher Education Appeals Tribunal

Once the Board of the University or the Board of Appeal for Examinations has made a decision concerning an objection or an appeal, you can lodge an appeal against that decision to the Higher Education Appeals Tribunal (CBHO) in The Hague. The CBHO is a judicial authority for students in higher education (WHW Arts. 7.64-7.67). You must submit your appeal in writing within six weeks of the date on which the decision with regard to your objection or appeal was announced.

The CBHO's decision can be one of the following (General Administrative Law Act, section 8.2.6):

- The appeal is inadmissible: this means that the appeal cannot be processed and that the CBHO will not be able to evaluate it.
- The appeal is valid: the decision will be fully or partially annulled. Damages may be awarded if a claim has been submitted.
The CBHO may also make arrangements for the consequences of an annulment. It may require the Board of the University to take a new decision with due observance of the CBHO's decision. A term may be defined for this in the decision. In addition, a default fine may be imposed. The CBHO can also decide to make its own arrangements.
- The appeal is unfounded: the disputed decision stands.

Provisional ruling

In cases requiring swift action, a student who has lodged an appeal may submit a request for a provisional ruling to the Chair of the CBHO. Such a request must be submitted in writing and be well argued.

The costs of lodging an appeal or requesting a provisional ruling with the CBHO are €45 (court fees). These costs will be reimbursed if you win the case. You can, however, also be found liable for the costs of the case if it appears that you have made unreasonable use of the CBHO appeals procedure.

Definitions

Academic year: a period of time that starts on 1 September and ends on 31 August of the following year. The actual teaching usually starts on the first Monday of September.

Board of the University: the executive board of the University of Groningen

Decision: a written decision by an administrative body with regard to a legal act under public law (General Administrative Law Act Art. 1:3).

ECTS credit point: a unit to express the student workload of a course unit or degree programme. Universities in the Netherlands use the European Credit Transfer and Accumulation System or ECTS, a European system to express student workload. This system makes international evaluation of programmes easier. An ECTS credit point can also be referred to as ECTS for short. One ECTS credit point is the equivalent of 28 hours of study and a whole academic year amounts to 60 ECTS (i.e. 1680 hours).

Fee: the fee as referred to in WHW Art. 7.46 for registration as a student in a pre-Master's programme, set by the Board of the University

MyUniversity: intranet for students of the University of Groningen.

Statutory tuition fees: the tuition fees as referred to in Article 7.45 of the Higher Education and Research Act (WHW) for registration as a student, set by the Minister of Education.

Student: a person who has paid tuition fees at the University of Groningen and is registered as a full-time, part-time or dual student for an officially recognized degree programme or a fee for a pre-Master's degree programme.

Student card: a card issued by the University of Groningen that serves as proof of registration with the University.

Studielink: the online registration application (www.studielink.nl) for all higher education institutions in the Netherlands. All registrations and reregistrations for a new academic year, changes of address and requests for deregistration must be submitted via Studielink.

Teaching and Examination Regulations (OER): a set of degree programme-specific regulations, containing the entry requirements and the content of the programme. Each degree programme has its own OER. The Faculty Board approves the OER and the Faculty Council has rights of approval with regard to some components of the OER.

University tuition fees: the tuition fees as referred to in WHW Art. 7.46 for registration as a student, set by the Board of the University

List of Abbreviations

ABJZ	<i>Algemeen Bestuurlijke en Juridische Zaken</i> ; Legal Affairs Office
Awb	<i>Algemene wet bestuursrecht</i> ; General Administrative Law Act
BaMa	Bachelor-Master structure
BSA	<i>bindend studie advies</i> ; binding (negative) study advice
CBE	<i>College van Beroep voor de Examens</i> ; Board of Appeal for Examinations
CBHO	<i>College van Beroep voor het Hoger Onderwijs</i> ; Higher Education Appeals Tribunal
CIT	Center for Information Technology
CLRS	<i>Centraal Loket Rechtsbescherming Studenten</i> ; Central Portal for the Legal Protection of Student Rights
CUOS	<i>Centraal Uitvoeringsorgaan voor de Studentenorganisaties</i> ; Central Executive Board for Student Organizations
CvB	<i>College van Bestuur</i> ; Board of the University
DUO	<i>Dienst Uitvoering Onderwijs</i> ; Education Executive Agency
ECTS	European Credit Transfer and Accumulation System
GAC	<i>Geschillenadviescommissie</i> ; Disputes Committee for Objections and Appeals
GSb	<i>Groninger Studentenbond</i> ; Groningen student union
HBO	<i>Hoger Beroeps Onderwijs</i> ; Universities of Applied Science
HO	<i>Hoger Onderwijs</i> ; Higher Education
ISD	International Service Desk
OER	<i>Onderwijs- en Examenregeling</i> ; Teaching and Examination Regulations
RIC	<i>Regeling Inschrijving en Collegegeld</i> ; Regulations for Registration and Tuition Fees
SIAGD	<i>(Seksuele) Intimidatie, Aggressie, Geweld en Discriminatie</i> ; Harassment, sexual harassment and aggressive, violent or discriminatory behaviour
SOG	<i>Studenten Organisatie Groningen</i> ; a student union at the University of Groningen
SSC	<i>Studenten Service Centrum</i> ; Student Service Centre
UAF	University Assistance Fund
UFC	<i>Universitaire Fondsen Commissie</i> ; University Funds Committee
UK	<i>Universiteitskrant</i> ; University newspaper
U-raad or UR	<i>Universiteitsraad</i> ; University Council
USD	University Student Desk
VWO	<i>Vorbereidend Wetenschappelijk Onderwijs</i> ; Pre-university education
Wbp	<i>Wet bescherming persoonsgegevens</i> ; Personal Data Protection Act
WHW	<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i> ; Higher Education and Research Act
WO	<i>Wetenschappelijk Onderwijs</i> ; Academic education
WSF	<i>Wet Studiefinanciering 2000</i> ; Student Finance Act 2000

Addresses of central bodies

General addresses

Board of the University (CvB)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 5285

University Council (U-raad)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 5441

E-mail: griffier.ur@rug.nl

Internet: www.rug.nl/uraad

Legal Affairs Office (ABJZ)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 5440

E-mail: abjz@rug.nl

Internet: www.rug.nl/bureau/expertisecentra/abjz

Donald Smits Center for Information Technology (CIT)

Visiting address: Zernikeborg, Nettelbosje 1

Postal address: P.O. Box 11044, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 9200

E-mail: secretariaat-cit@rug.nl

Internet: www.rug.nl/cit

CIT Helpdesk:

Tel.: (050) 363 3232

E-mail: servicedesk-centraal@rug.nl

Health, Safety and Environment Service (AMD)

Visiting address and postal address: Visserstraat 49, 9712 CT Groningen, the Netherlands

Tel.: (050) 363 5551

E-mail: amd@rug.nl

Internet: www.rug.nl/amd

Office of the Confidential Advisor

Marijke Dam, Confidential Advisor

Visiting address and postal address: Visserstraat 47, 9712 CT Groningen, the Netherlands

Tel.: (050) 363 5435

E-mail: j.m.dam@rug.nl

Internet: www.rug.nl/vertrouwenspersoon

Complaints Committee for harassment, sexual harassment and aggressive, violent or discriminatory behaviour

Postal address: Antwoordnummer 172, 9700 AB Groningen

Academic Integrity Committee

Postal address: Antwoordnummer 172, 9700 AB Groningen

Addresses for students

Central Portal for the Legal Protection of Student Rights (CLRS)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Internet: www.rug.nl/clrs

International Service Desk (ISD)

Visiting address: Broerstraat 5

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 8181

E-mail: isd@rug.nl

Internet: www.rug.nl/isd

NEXT study and careers advice

Visiting address: Broerstraat 4, 9712 CP Groningen

E-mail: next@rug.nl

Internet: www.rug.nl/next

Student Service Centre (SSC)

Visiting address: Uurwerkersgang 10

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 8066

E-mail: ssc-secretariaat@rug.nl

Internet: www.rug.nl/ssc

University Library (UB)

Postal address: Broerstraat 4, 9712 CP Groningen

Tel.: Information: (050) 363 5020

Loans Desk: (050) 363 8034

Fax: (050) 363 4996

E-mail: uitleenbureau-bibliotheek@rug.nl

Internet: www.rug.nl/bibliotheek

University Funds Committee (UFC)

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

E-mail: ufc@rug.nl

University Student Desk (USD)

Visiting address: Broerstraat 5

Postal address: P.O. Box 72, 9700 AB Groningen, the Netherlands.

Tel.: (050) 363 8004

E-mail: www.rug.nl/hoezithet www.rug.nl/insandouts

Internet: www.rug.nl/usd

Appendices

Acceptable Use Policy for University of Groningen computer systems

Rules relating to the use of University computers.

Administrative Regulations

Information relating to the governance, administration and organization of the University of Groningen.

CLRS Regulations

Regulations governing the submission of complaints, objections and appeals.

Code of Conduct: Languages Used in Teaching and Examinations

Rules relating to the languages to be used for teaching and examination purposes at the University of Groningen.

CUOS Regulations

Regulations concerning the Central Implementation Body for Student Societies.

Electoral Regulations

Provisions relating to elections within the University.

Emergency Fund Regulations

Regulations governing loans and/or gifts awarded to students in special circumstances.

General Complaints Procedure

Information relating to the submission and handling of complaints other than harassment, sexual harassment, aggression, violence and discrimination.

House Rules and General Code of Conduct

Rules relating to proper behaviour and measures for maintaining order within the University.

Pricing Policy on Study Costs

Average study costs per educational phase.

Regulations concerning fees and remuneration for committee work

Financial support for students involved in university committee work.

Regulations concerning the Protection of Personal Data

Rules relating to the protection of privacy within the University of Groningen.

Regulations concerning the Protection of Academic Integrity

Complaints regulations for suspected violations of academic integrity.

Regulations concerning the University of Groningen Confidential Advisor

Rules relating to the responsibilities and powers of the University of Groningen Confidential Advisor.

Regulations for Registration and Tuition Fees

Rules relating to the setting of tuition fees, and to the University of Groningen procedures for registration and deregistration.

Rules of procedure for the financial support of foreign students

Provisions relating to financial assistance for students from abroad.

SIAGD Complaints Procedure

Procedure for complaints relating to harassment, sexual harassment and aggressive, violent or discriminatory behaviour.

University of Groningen Graduation Fund Regulations

Information relating to financial support in the event of study delay due to, for example, illness or committee membership.